

Meng Yan (LKK Auto)

From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, 6 December, 2021 11:53 AM
To: Ruby Ong; SUR; assignments
Cc: Claims Dept of CTI
Subject: RE: SNM21D207011/C02/GBF7686U/TANCHC/ RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFM 8558R [Our Ref. TCL.MH.ro.50278.21.at]

Without Prejudice

Dear Ruby,

We regret that you are not agreeable to our proposed list of surveyors.

Please be informed that we will assign LKK Auto Consultants Pte Ltd to conduct the Pre-repair Inspection at M/s A T Performance

Kindly liaise with our appointed motor surveyor for the inspection.

Dear LKK,

Please arrange to conduct PRS on without prejudice basis at M/s A T Performance.

** Note: Please cc to claimsdept@sg.cntaiping.com when you reply to us.

NOTICE :

In response to the escalating Covid-19 cases, please refrain from sending hardcopy documents to us as delay is to be expected for handling hardcopy documents. All correspondence should be made via email claimsdept@sg.cntaiping.com or fax at [6224 7175](tel:62247175). Any inconvenience caused is much regretted.

Regards,

Jacqueline Tan

Senior Executive

Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6224 7175

W: www.sg.cntaiping.com | **FB:** www.facebook.com/chinataipingsg/ | **WeChat:** 太平狮城 Taiping SG

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From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Monday, 6 December 2021 11:45 AM

To: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D207011/C02/GBF7686U/TANCHC/ RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFM 8558R [Our Ref. TCL.MH.ro.50278.21.at]

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Dear Jacqueline

WITHOUT PREJUDICE

We refer to your email of even date informing that you wish to conduct a pre-repair survey of our client's vehicle no. SFM 8558R.

TAKE NOTICE that we object to your list of surveyors as the Single Joint Expert.

Please make the necessary arrangements with the contact person. The details are as follows :

Venue : **A T Performance**
160 Sin Ming Drive
#7-18/19 Sin Ming Autocity
Singapore 575722

Contact Person : **Mr Alvin Tng (H/P : 9686 6219)**

In the event that the pre-repair survey was not conducted during the prescribed time or already conducted at your end previously, we reserve our client's right to claim for compensation for loss of use for your current request for re-survey.

Best regards,
Ruby Ong
Secretary
M/s Hin Tat Augustine & Partners
20 Upper Circular Road
#02-10/12 The Riverwalk
Singapore 058416
Tel : 6533 0212 ext 255
Fax : 6338 3536 / 6533 0313

www.htapartners.com.sg

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From: Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Sent: Monday, 6 December 2021 10:58 AM
To: Ruby Ong <ruby@htapartners.com.sg>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: SNM21D207011/C02/GBF7686U/TANCHC/ RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFM 8558R [Our Ref. TCL.MH.ro.50278.21.at]

Without Prejudice

Our reference: SNM21D207011/C02/GBF7686U/TANCHC
Your reference: TCL.MH.ro.50278.21.a

Dear Sirs,

ACCIDENT INVOLVING GBF7686U & SFM8558R ON 02/12/2021

We refer to your email of 03/12/2021.

Kindly note the following:-

1. We would like to conduct pre-repair survey of the vehicle at the appointed workshop.
2. We propose the following list of surveyors to be nominated as the Single Joint Expert to conduct survey of the claimant's vehicle:-

1. Gary Soon (FTA)	6. Marcus Chua (LKK)
2. Chow Bo Xiong (FTA)	7. Kenneth Kong (LKK)
3. Ben Chua (FTA)	8. Adrian Ling (LKK)
4. Ng You Han (FTA)	9. Mohd Taufikh (LKK)
5. Henry Ng (FTA)	10. Steve Chen (LKK)

3. If we do not hear from you within two days of this letter, you shall have deemed to have agreed that the surveyor appointed by us shall be Single Joint Expert for this matter.
4. As per the NIMA Protocol, the survey by our appointed surveyor would include survey of your vehicle pre-repair, after it is dismantled, and post repairs. Hence, you need to provide us / our surveyors with the list of items that were damaged and required to be replaced or repaired to facilitate an effective survey.
5. As stated above, please inform us and our surveyor after the claimant's vehicle had been repaired so that our surveyor can carry out post repair inspection before the vehicle is returned to your client. Please co-ordinate with our surveyor immediately after the repair is completed.

Thank you.

**** Note:** Please cc to claimsdept@sg.cntaiping.com when you reply to us.

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Regards,

Jacqueline Tan

Senior Executive
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.

3 Anson Road #15-00 Springleaf Tower Singapore 079909

DID: (65) 6389 6185 | Tel: (65) 6389 6116 | F: (65) 6225 5879

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From: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Sent: Monday, 6 December 2021 10:51 AM
To: Ruby Ong <ruby@htapartners.com.sg>; Tan Chew Chik Jacqueline <jacqueline.tan@sg.cntaiping.com>
Cc: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: O/R: SNM21D207011/C02/GBF7686U/TANCHC/ RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFM 8558R [Our Ref. TCL.MH.ro.50278.21.at]

Without Prejudice
Save as to costs

Dear Jacqueline,

Please conduct PRS for SFM8558R.

Note: officer in charge Jacqueline Tan 63896185.

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Thank you

Chong Boon Sen
Claims Department

China Taiping Insurance (Singapore) Pte. Ltd.
3 Anson Road #15-00 Springleaf Tower Singapore 079909
DID: (65) 63896116 | F: (65) 62247175

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From: Ruby Ong <ruby@htapartners.com.sg>
Sent: Friday, 3 December 2021 5:31 pm
To: Claims Dept of CTI <claimsdept@sg.cntaiping.com>
Subject: RE: REQUEST FOR PRE-REPAIR SURVEY PROTOCOL FOR SFM 8558R [Our Ref. TCL.MH.ro.50278.21.at]
Importance: High

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Your ref: GBF 7686U

WITHOUT PREJUDICE

Our ref : TCL.MH.ro.50278.21.at

3 December 2021

China Taiping Insurance (Singapore) Pte. Ltd.

By Email Only

Motor Claims Department

3 Anson Road

#16-00 Springleaf Tower

Singapore 079909

URGENT

Dear Sirs

CLAIMANT: SOH CHENG HAI SANTANA

NOTICE OF ACCIDENT AND PRE-REPAIR SURVEY - ACCIDENT INVOLVING SFM 8558R & GBF 7686U ALONG ANG MO KIO AVENUE 3 TOWARDS HOUGANG ON 2 DECEMBER 2021 @ 1225HRS

We are instructed by Soh Cheng Hai Santana to notify you of a road traffic accident on 2 December 2021 at about 1225hrs along Ang Mo Kio Avenue 3 towards Hougang involving our client's vehicle registration number **SFM 8558R** and vehicle registration number GBF 7686U driven by your insured's driver at the material time.

As a result of the accident, our client's vehicle has been damaged. Before our client proceed to repair the damaged vehicle, please let us know within 2 working days of your receipt of this notice whether you or your insurers would like to conduct a pre-repair survey of the vehicle. If we do not receive any reply from you within the stipulated timeline, our client shall proceed to repair the vehicle without reference to you.

Best regards,

Ruby Ong

Secretary

M/s Hin Tat Augustine & Partners

20 Upper Circular Road

#02-10/12 The Riverwalk

Singapore 058416

Tel : 6533 0212 ext 278

Fax : 6338 3536 / 6533 0313

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